
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Employment Security Program Representative** and the **Employment Security Program Representative - Intermittent** jobs. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. EMPLOYMENT SECURITY OFFICE PRACTICES (10 Questions)

Employees in this job must be able to perform a variety of routine office tasks on a daily basis. These tasks may include processing claims as well as assisting clients and businesses with routine questions in person or by telephone. This section of the examination consists of questions that test your knowledge of basic office practices and principles in an employment security environment. Test questions topics include:

- The importance, purpose and relevance of information gathered from interviews;
- Methods of dealing with disagreeable or hostile individuals;
- Procedures relating to employment services and human resources;
- Techniques used to maintain positive working relationships with clients, coworkers, and public or private agencies.

II. READING COMPREHENSION (10 Questions)

The ability to accurately read and understand information is an important part of this job. Employees must be able to read and extract pertinent information from laws, rules, regulations and pamphlets. The questions in this exam section test your ability to read and comprehend information by presenting passages to read and asking questions that require the interpretation of the information presented in the passage.

III. MATHEMATICS (10 Questions)

Employees in this job perform various computations using numeric data to process claims of unemployment insurance and calculate compensation. Basic math skills are important to successful completion of these tasks. Test questions in this section require you to resolve situations that require the application of mathematical operations including addition, subtraction, multiplication, division, fractions, decimals and percentages.

IV. INTERVIEWING (10 Questions)

Employees in this job must be able to solicit work history and education information as well as personal data from job applicants in order to identify the best possible employment opportunities. The questions in this exam section test your ability to solicit this type of information from applicants using a variety of interview techniques. Test question topics include:

- Interviewing techniques used to extract pertinent information;
- Interpersonal communication skills;
- Managing difficult situations encountered during interview sessions.

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V. JOB STRUCTURE & RE-EMPLOYMENT ASSISTANCE (10 Questions)

It is essential that employees in this position be able to determine jobs which can best utilize an applicant's skills, abilities and potential. Equally important is the process of providing re-employment assistance to unemployed individuals. This section presents questions to test your knowledge of job structure and re-employment assistance techniques. Specifically, these questions test your judgment concerning topics relating to:

- Career counseling;
- Evaluation of client skills, interests, and job qualifications;
- Occupational classification procedures.

VI. LANGUAGE SKILLS (10 Questions)

Employees in this job are responsible for preparing replies to inquiries to explain rules and regulations as well as writing decisions, explaining issues and documenting work activities. These tasks require extensive written communication skill and the appropriate use of business English. Test question topics include:

- Correct spelling of words commonly encountered in employment services;
- Appropriate vocabulary used in providing employment services to clients;
- Use of proper grammar and syntax in writing reports, correspondence and documentation.